

APC Teleconference Meeting Minutes

Meeting Name	APC Monthly Teleconference
Meeting Chair	DON eBusiness Office
Date	29 April 2004
Time/Location	2:00 – 3:00 pm

Attendees:

ATTENDEES			
UNSECNAV	HQUSMC	COMUSNAVEUR	DONEBUSOPSOFF
BUMED	DIRSSP	NAVSECGRP	
NAVAIR	COMSC	COMPACFLT	
NAVPERS	SPAWAR	COMNAVRESFOR	
NAVSUP	CNI	NETC	
NAVSEA	CLF	Citibank - CAS	

Meeting Agenda /Objective Items

Item #	Objectives
1.	Program Update
2.	Semi-Annual Review Results
3.	Delinquency Reporting
4.	Operational Issues a. Number of transactions versus span control b. Credit limit c. Filter suggestions for MART/ARROW
5.	Roll Call
6.	Employee Update
7.	Enhancement Fund/MART update
8.	CCRS Update
9.	Open discussion

Meeting Minutes / Action Items

Item #	Meeting Minutes Description
1.	Program Update
2.	Semi-Annual Review Results
	▪ Consolidated level 3 Responses are Due 30 April 2004. Each claimancy should consolidate their responses and return one report to our office.
	▪ Template that was sent out should be followed verbatim. Refer to PCPN FY04-24 dated 3-11-04.
3.	Delinquency Reporting

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	<i>The following commands are above the 2% delinquency standard: CLF, CPF, FSA, CNI, and NSMA. Completed forms are due back by the 15th of the following month. This is APRIL 2004 closing data - forms are due back by May 14, 2004. As a reminder - only one form should be sent back to our office.</i>
4.	Operational Issues <ul style="list-style-type: none"> a. Discussion on span of control management b. Credit limit c. Filter suggestions for MART/ARROW
a.	<ul style="list-style-type: none"> ▪ Span of control is 7:1 CH to AO and 300:1 CH to APC. This may not be the best metric to represent the workload and capability to manage a program and we are looking into other possible options. Currently some AO's have 10 transactions to review for their 7 cardholders and others may have 2,000. ▪ Number of transactions (i.e. 10 or 2,000) ▪ Grant leeway with AO's to manage more than 7 CH's accounts. ▪ Setting criteria by number of transactions may be a better gauge for program management and would more equitably distribute the workload ▪ Some AOs are overwhelmed while others have little to manage ▪ Until the issue is resolved, DON eBusiness still needs to enforce the policy of 7:1. ▪ The new system will use AO's better than they are being utilized now. ▪ A comment was made by the field to keep the current mandate and change the guidelines on a exception basis? DoN eBusiness responded that it is too hard to monitor. Comments were made against consolidation because centralized lines effect the best or that pushing the consolidation would mean more cards and more AO's would be needed. ▪ The average AO transaction is 180/monthly basis
b.	<ul style="list-style-type: none"> ▪ Emails were sent out to level 3s to review accounts with \$0 or over \$9 million credit limits. Please make corrections to these limits in Citibank. ▪ APC should be reviewing CH/AO profiles, no accounts should be at \$9M. ▪ If not corrected in a timely manner, eBusiness Office will set the limits at \$1.
c.	<ul style="list-style-type: none"> ▪ We are putting together filters for use with MART and would appreciate any filters that you think are beneficial to catch questionable transactions ▪ Identify filters to flag transactions examples: MCC's, vendors that have "sex" in their name. ▪ Please send all filter suggestions to purchase_card@navsup.navy.mil
5.	<ul style="list-style-type: none"> ▪ Roll call was taken. Attendees are reflected above.
6.	<ul style="list-style-type: none"> ▪ Announcements were made on new and retired positions
7.	<ul style="list-style-type: none"> ▪ Enhancement Fund/MART update
	<ul style="list-style-type: none"> ▪ The prototype will be shown at the GSA conference..
	<ul style="list-style-type: none"> ▪ At the APC conference held in March, our office presented a brief on the Citibank development fund and projects that were identified. We asked for your input on enhancements that you would like to see in the CitiBank system and received a interest. However, DoN eBusiness has not received follow-up emails on how to improve the system. If you have any suggestions, please forward them to our office. Please email your suggestions to purchase_card@navsup.navy.mil (also a link on the Purchase Card website).
8. *	<ul style="list-style-type: none"> ▪ CCRS Update
	<ul style="list-style-type: none"> ▪ Reports are disappearing out of the history list. When you run a report, download the data, because it appears to be dropping off the system after 8 days.
	<ul style="list-style-type: none"> ▪ The field showing MCC's has been added to the "All Transactions Report". Please check the create dates on any reports you may have copied into "My Reports" to ensure the MCC code is there.
	<ul style="list-style-type: none"> ▪ The Delinquency report has been rounding to the nearest dollar. It has since been corrected and now shows the actual amount.
	<ul style="list-style-type: none"> ▪ Reports that will be available in the Navy folder are Inactive Account Report & Disputed Transaction Report, no specific date has been set.
	<ul style="list-style-type: none"> ▪ The Credit Balance Report has been added to the system and appears to be working well. Reminder to please report all discrepancies to the Citibank Helpdesk and eBusiness so any issues may be tracked and addressed.
9.	<ul style="list-style-type: none"> ▪ Open discussion
	<ul style="list-style-type: none"> ▪ Beginning June 22nd an APC can no longer be an AO or vice versa (this includes alternates). The PCPN will be posted tomorrow. APC's have 2 months (2 billing cycles) to correct their setups. PCPN FY04-#30.

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	A leading indicator for fraud is when 1 person is both an APC and an AO.
	<ul style="list-style-type: none"> ▪ GSA Smart Pay Conference: 24 August 2004 – 26 August 2004, New Orleans, LA ▪ The memo from DOD PCPMO regarding mandatory attendance was sent to encourage managers to allow their APC's to go to the conferences.
	<ul style="list-style-type: none"> ▪ Please remind your hierarchy that they should use the chain of command with regard to issues. We are receiving a high volume of calls from lower level participants who should be contacting their next level up in purchase card hierarchy with questions and issues
	<ul style="list-style-type: none"> ▪ DAPS has sent out an email asking for CHs to log into DAPS website and enter their 3 digit validation code (Code on back of the card). This is not an email scam. Email is valid from DAPS. Our office is investigating why they are asking, but the email is not a scam.
	<ul style="list-style-type: none"> ▪ Every case of internet fraud/email scam does not need to be reported to this office. However, our office should be notified of any case of fraud associated with use the purchase card. It will be posted on the website.
	<ul style="list-style-type: none"> ▪ If there are comments/ questions in general or if you would like to have something placed on the telecon agenda, please email DoN eBusiness at purchase_card@navsup.navy.mil
10.	<ul style="list-style-type: none"> ▪ The next teleconference will be held Thursday, May 27th at 1400 EDT.